



## PATIENT PARTICIPATION GROUP MEETING

6.30 – 7.30

Tuesday 5<sup>th</sup> March 2013

### **MINUTES**

#### **ATTENDEES**

Carol Sales	Practice representative
Dulcie O'Neil	Practice representative
R. Wilson	Patient Chair
C. Knox	Secretary
D. McLellan	Patient
G. Catnach	Patient
V. Todd	Patient
W. Bagnall	Patient
A. Whalley	Patient

#### **APOLOGIES**

I. Whillis	Patient
D. Whillis	Patient

- WELCOME & INTRODUCTIONS
- Minutes from 4<sup>th</sup> December 2012  
Discussed
- Results for patient participation report 2013

#### **CONCLUSIONS FROM THE 2013 SURVEY & ACTION PLAN**

Whilst the results from the survey clearly show that the practice is performing well and that patients are generally satisfied in all areas, there are areas we can improve, re-examine and change to further meet the needs of patients.

Whilst there are no obvious areas where we perform poorly the following should be looked at to determine improvements.

- *Contacting the practice by phone*
- *Speaking to a doctor on the phone*
- *Method and preference of booking appointments*
- *Booking an appointment ahead in the practice and appointment availability*
- *Practice opening times satisfaction*
- *Average wait times before appointment commences*

### **ACTION PLAN 2013**

Priorities areas were discussed and agreed with the primary health care team prior to submission to the patient participation group.

#### **Booking appointments ahead**

- *Further work is required to advertise the online facility and also to ensure that adequate appointments are available for booking ahead online.*

Action: to be completed by 30 June 2013

#### **Answering the phone**

- *To examine staffing levels and duties to ensure adequate cover for receiving incoming telephone calls.*

Action: to be completed by 30 June 2013

#### **Speaking to a doctor on the phone**

- *To conduct an appointment to assist in identifying improvements and greater opportunities for access to clinicians by telephone.*

Action: to be completed by 30 June 2013

#### **Wait time before appointment commences**

- *To determine from Systmone clinical system the average appointment wait times and attempt to shorten waiting times*

Action: to be completed by 30 June 2013

## Online services

- Review the promotion of online services and inform the practice population of the service.

Action: to be completed by 30 June 2013

## Practice opening hours

- *To examine the times and days when appointments are available to better meet need.*

Action: to be completed by 30 September 2013

## Management

Delegated responsibility for overseeing this program will fall to the Practice Manager. A project group will be established, where necessary, to implement the action plan and we will engage with the patient participation group for regular feedback.

- NTCCG Patient forum meeting / dates  
(copy of the minutes from NTCCG Patient forum held on 4.2.13)  
**Discussed**
- BP machines for home monitoring - would the group consider setting up a scheme looking into self-funding a loan service for a small fee to patients  
Discussed – The Group agreed this was a good idea however, further information was requested  
e.g. explanation how patients will be informed how to use machine  
Diary  
BP reading diastolic/systolic  
Defer to next meeting when a GP will be present to respond to the queries.
- Date of next meeting to be confirmed  
Tuesday 11<sup>th</sup> June @ 6.30pm

For Information:

- From 19<sup>th</sup> March the practice will go-live with electronic prescribing
- From 15<sup>th</sup> April 2013 Darren Berry will be joining the team as the Practice Manager
- From 7<sup>TH</sup> May 2013 Joanne Wagget will be joining the team as the Practice Nurse

**AOB**

Wheelchair access – an on-going issue the Practice is addressing meanwhile, patient who have difficulty entering the building can ring the bell and a member of staff will assist.

Keep our NHS public was addressed however, the Group felt this was not an appropriate meeting for this to be discussed.

Mr Wilson expressed his appreciation of all practice staff.